

HHS University

Training, Career Development and Leadership Opportunities

Newsletter

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HHSU DIRECTOR'S CORNER

We need a HHS Learning Council...you can help to make it happen!

Dear Reader,



Eugene Collins

As the Chief Learning Officer for the HHS University (HHSU), I have begun collaborating with Operating Divisions' (OPDIVs) learning and training chiefs/directors and key points of contact to discuss forming a HHS Learning Council. This council would serve as an executive entity within our governance structure reporting to the Human Capital Advisory Council on a variety of matters. It will include representation from each of the OPDIVs, especially those who have universities, learning centers, and/or certified classroom instructors. We also want this council and its subordinate subcommittees to include representatives from the various OPDIV training and development and instructional technology communities.

This collective group of professionals will enable us to leverage our collective strengths across the full spectrum of training and development activities and minimize duplication of efforts as well as possibly reduce customers' costs of doing business with HHSU and using the HHS Learning Management System.

Specific functions and roles the Council/Subcommittees could perform are as follows:

1. Create mechanisms for translating enterprise-wide training directives and priorities into action.
2. Provide guidance and strategic direction, as necessary, on enterprise cross-cutting training and development initiatives (e.g., e-learning, leadership development, classroom-based and content) to mitigate overlap in delivery.



Assistant Secretary for Administration



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3. Foster strategic alliances and partnerships while providing a forum for collaboration and decision-making throughout the training community.
4. Prioritize and allocate resources to enterprise learning needs while addressing cross-organization trade-offs.
5. Ensure resources are effectively allocated against training initiatives and programs.
6. Eliminate training redundancy and overlap.
7. Serve as a gateway for vetting new and changing training requirements and their impact on the Department.
8. Establish training standards, processes, policies and procedures.
9. Assure accountability for optimizing investments in learning.

The Learning Council is the beginning of a great collaborative journey and opportunity for all OPDIVs. There is a 0% chance that we have the specific roles and responsibilities of the Learning Council 100% correct. We have confirmed participation from many of the OPDIVs and our next step is to hold an initial meeting to discuss the details required to formally establish the Learning Council, including defining its roles and responsibilities. Your OPDIV can anticipate an email invitation in the next few weeks to attend the initial meeting to flesh out the details and gather other ideas in reference to the Learning Council. We can accommodate both VTC and conference call capabilities from HHSU.

I appreciate your time and look forward to working with you on this very important initiative. Many of you received a personal email from me because you were identified as the OPDIV key point of contact to possibly serve on the Learning Council. For additional information in reference to the Learning Council, please contact Trina Greer, Deputy Director, HHS University, Center for Instructional Technology, by email at trina.greer@hhs.gov or telephone on 301-443-6949.

Remember ... "Success Tomorrow Begins With What We Learn Today"

Sincerely,

Eugene Collins

HHSU DIRECTOR'S CORNER

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Our Future: What Does "Go Green" Mean?

Going green is not a trend...it is now advocated as a way of life. Government and citizens are now being asked to "go green." Going green means to take care of where you live – Earth. It means to pursue knowledge and practices that can lead to more environmentally friendly and ecologically responsible decisions and lifestyle. Going green does not have to mean drastic lifestyle changes. A few simple adjustments to your daily routine can help improve the health of our planet.

Now, with emphasis being placed on "going green", the buzz is to take the Green Challenge! One simple way to take the "Green Challenge" is to adopt the three R's as an inherent lifestyle.

Reduce: Watch what you waste. Use glasses and mugs instead of paper or foam cups. Go paperless instead of receiving your monthly statements in the mail or opt for an online subscription to your favorite newspaper or magazine service.

Reuse: Think creatively before you throw out that plastic bottle or plastic bag. Use the bag to line the cat litter or use to line a small trash can and refill that plastic bottle with filtered water.

Recycle: With this third R you can see the difference immediately. If it is paper, plastic or cardboard do not throw it in the trash. Place it the recycle bin. Governments and individual citizens can no longer assume that social challenges such as pollution, dwindling natural resources and climate change can be set aside for future generations. You can play a central role in improving the future health of our planet today. Take the "Green Challenge" and do your part.

There are a few online courses offered within the Learning Management System (LMS) – HHS Learning Portal – to help educate you on "going green."

- Green Business: Planning Sustainability Strategies
ID: STGY_04_A02_BS_ENUS
- Green Business: Implementing Sustainability Strategies
ID: STGY_04_A03_BS_ENUS
- Introduction to Green Business and Sustainability
ID: STGY_04_A01_BS_ENUS

The courses are free and can be accessed by visiting the following

<http://lms.learning.hhs.gov/Saba/Web/Main> ■

Program Highlights

Center for Curriculum Management

Vickie Baldwin, Acting Director

Pre-Retirement Planning (Refresher)

Planning a smooth transition into retirement prompts many financial and personal questions. This seminar is filled with information to help retirees simplify the process and get the most out of retirement.

This course is designed for prospective retirees within 1 year of retirement. It provides a review of the topics covered in the Pre-Retirement Planning Seminar FERS/CSRS, focusing on “last minute” changes that may have occurred in retirement laws and identifying final retirement decisions to be made. Topics Include:

- How to Apply for Retirement and When
- FEGLI and FEHB after Retirement
- Overview of the LTC Program
- Overview of Medicare and Social Security
- TSP – Withdrawal Options
- Your annual costs of living and the inflation factor
- Change in spending patterns after retirement
- Managing Debt – credit cards, mortgages, college funding
- Pros and cons of paying down a mortgage
- Tax Considerations in Retirement
- The Psychological phases of Retirement
- Differences between Men and Women and Retirement Expectations
- Relationships in Retirement

Contracting Officers' Technical Representative (COTR)

The Contracting Officers' Technical Representative training is a comprehensive course that prepares acquisition professionals for complex federal contracting requirements and equips them with an in-depth understanding of the COTR's role in the acquisition cycle. COTR's have many responsibilities including participating in acquisition planning and market research; developing specifications and statements of work; evaluating offers and assisting in source selections; understanding and utilizing tools and methods of contracting; monitoring and evaluating

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contractor performance; assessing vouchers; and preparing final reports and contract closeouts. Other topics include discussion on procurement policy and adherence to government's socioeconomic goals.

Course: AQ9050
Date: 11/16-11/20/2009
Location: Parklawn Building, 5600 Fishers Lane
Rockville, MD.
Tuition: \$556.00

Federal Acquisition Certification for Program and Project Managers (FAC-P/PM)

Are you currently involved or interested in becoming a "certified" project or program manager? If so, read on... On June 30th, 2009, the Office of Acquisition Management and Policy (OAMP) worked collaboratively with the ASRT/OCIO and ASA/OFMP Capital Planning programs, and HHS University, to deliver the Federal Acquisition Certification for Program and Project Managers (FAC-P/PM) program guidelines across the Department. FAC-P/PM certification credentials are recognized across the federal government!

HHS' policy guidance and Handbook articulate 3 certification levels: Level I – Entry/Apprentice; Level II – Mid-Level/Journeyman; and Level III – Senior/Expert. The Handbook also addresses applicability; required competencies and related training; alternative means of satisfying FAC-P/PM certification requirements; time frames for certification; waiver authorities; and continuous learning activity requirements. The Handbook's "Executive Summary" provides a solid outline of the program's parameters.

While our immediate focus is certifying Level III IT and Construction program/project managers before the end of 1st Quarter FY2010 to meet OMB requirements, we are encouraging anyone who is interested in becoming FAC-P/PM certified, at any level, to apply!

Stay Tuned...

HHS University will continue to announce courses that will support the training requirements for FAC-P/PM Levels I, II, and III. For logistical training questions that pertain to FAC-P/PM, please contact Theresa James (HHSU) at (202) 260-1078. However, if you have questions regarding the certification process, please contact your servicing Acquisition Career Manager (ACM).

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SCORM

Are you a member of the IT community and looking to develop websites that meet 508 compliance regulations? Or perhaps you are someone looking to gain proficiency in instructional design?

HHS University is proud to offer the Sharable Content Object Reference Model (SCORM) classes. SCORM is a collection of standards and specifications for web-based e-learning. Our University is offering the following three classes: SCORM: 508 Compliance; SCORM for Instructional Design; and SCORM: 1.2 Advanced. Our 508 Compliance offering will address the guidelines for meeting 508 requirements when working with websites and eLearning courses. The course will look at the predominant types of disabilities and provide recommendations for meeting the 508 requirements of those disabilities. SCORM 1.2 Advanced thoroughly details a SCORM 1.2 compliant course for communication with any Learning Management System (LMS). Our Instructional Design class caters to professionals in the instructional design and training development fields. Students will explore SCORM consideration of analysis, design, and development of courses. A working knowledge of the instructional systems design process is recommended.

PRISM

Are you apart of the acquisition community and looking for an efficient, and straightforward electronic acquisition process?

HHS University is proud to offer PRISM classes that seek to make this process streamlined and simple to follow in four classes: PRISM Acquisition; PRISM Site Administration; PRISM Milestone Template Administration; and PRISM Solicitation/Award Template Administration. Users will be guided through the PRISM software in performing daily acquisition duties, gaining familiarity with HCAS, the various procedures involved in utilizing the system most effectively and efficiently, creating contracts and purchase orders, closing contracts, document troubleshooting, and other topics. ■

Program Highlights

Center for Instructional Technology

Clarence Baker, Director

Learning Management System (LMS) Training Now Available to LMS Administrators...Take the Saba Passport!

We are excited to announce that Saba Passport will be released to LMS Administrators in November 2009! Other groups in which the Saba Passport training will benefit include Help Desk/Technical staff, Training Administrators and upgrade teams.

HHS University has purchased a one-year subscription to Saba Passport. The Saba University's Passport training is a subscription-based program in which users will have unlimited access to the Saba University's Learning Portal to receive:

- Hours of instruction
- Customized job aids
- Instructor hours for Q&A
- New release training and upgraded materials

The Saba Passport training includes multiple curriculum tracks that are easy, self-paced, and in online delivery options. Additionally, users will have access to quick step-by-step customizable job aids.

We will be disseminating additional information to our LMS community on when and how to take advantage of the Saba Passport training. For more information about Saba Passport and the available curriculum, please visit www.saba.com.

Project Management Corner *"Tips and Best Practices"*

Project Success or Failure: The Importance of Risk Management

Have you ever wondered how come certain project uncertainties are not understood before the project begins?

Most projects have a degree of risk whether high or low. Projects can fail due to a lack of risk management or mitigation of factors that can have a detrimental impact on the project. Risk refers to those dangerous activities or

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factors that can increase the probability that the project's goals of performance, time, and cost will not be met. Another way to view risk is as a combination of constraints and uncertainties that will negatively affect the forward movement of a project.

The great news is there is a way to deal with project uncertainties early! Since there are no shortcuts to effective risk identification, the entire project should be evaluated to identify potential areas of risks. Risk identification, planning and mitigation should be treated as an integral, continuous part of the project management process. Following the identification of risks, a formal Risk Management Plan should detail the plan of action or contingency for eliminating project risks. The Risk Management Plan is scalable based on the level of project and risk complexities.

Areas that can contribute to project risks are:

- Scope creep or omissions or improperly defined scope
- Poorly defined requirements
- Lack of qualified resources or applying improper skill levels to tasks
- Poorly defined or overly optimistic schedules
- Inaccurate work breakdown structure
- Incorrect project funding estimates
- Inexperienced resources
- Misinterpretation of the Statement of Work

With proper risk management, you can not only identify risks and their triggers but, estimate risk probabilities and impacts, and take appropriate actions. Ultimately, risks must be identified, assessed and subsequently controlled. The three important steps to Risk Assessment are: (1) identify uncertainties (2) analyze risks and (3) prioritize risks. In the risk control process, risks are mitigated, avoided or accepted.

After the project is completed, it is important to ensure that the risk assessments are reviewed and that any problems unknown at the start of the project are examined and documented in a "lessons learned" for the next project. The risk triggers, impacts and response actions should also be documented.

With risk management, Project Sponsors, Managers and teams are able to make informed decisions regarding project alternatives. In getting started with risk management, tips include:

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1. Determine the level of risk assessment for your project.
2. Incorporate risk management activities into the project schedule.
3. Make risk management an agenda item for regularly scheduled project meetings.
4. Communicate the importance of risk management to the entire project team.
5. Establish the expectation that risk will be identified, managed, documented and reported.

The following Project Risk Management courses are available on the HHS Learning Portal.

- Risk Response, Monitor, and Control: Course ID: PROJ_13_A03_BS_ENUS Offered As: Online Training
- Risk Management Planning: Course ID: PROJ_13_A01_BS_ENUS Offered As: Online Training
- Risk Management (HHSU): Course ID: 00001879 Offered As: Online Training
- Risk, Response, and Recovery: Course ID: 206537_ENG Offered As: Online Training
- Risk Basics: Course ID: PD0241 Offered As: Online Training
- Performing Risk Analysis: Course ID: PROJ_13_A02_BS_ENUS Offered As: Online Training
- Identifying Project Risks: Course ID: PROJ_13_A04_BS_ENUS Offered As: Online Training

You can access the HHS Learning Portal by logging onto <https://learning.hhs.gov> ■

Program Highlights

Center for Leadership and Development Management

Dia Gonsalves, Director

Presidential Management Fellows Program (PMF)

You may have noticed some new faces at the Department this summer! Those faces belong to the fifty three Presidential Management Fellows that have joined HHS in a highly selective 2-year leadership program.

The Presidential Management Fellows Program (PMF) has a rich history of attracting outstanding individuals from a variety of academic disciplines who are interested in, and committed to, excellence in the leadership and management of public policies and programs. By drawing recent graduates from top masters and doctoral level programs worldwide, the PMF program develops talent to meet the future challenges of public service and contributes to succession planning.

PMF applicants go through a rigorous assessment during the recruitment process. Once they arrive at HHS, they participate in rotational assignments, leadership training, and fellowship forums. To kick off their internship, HHS University is providing the PMFs with an orientation to the Department in December of 2009.

We are excited to have this exceptional group of Fellows join the ranks of the Department of Health and Human Services' leadership cadre and welcome them to the team!

If you're interested in hiring a PMF, please visit <http://learning.hhs.gov/development/pmf.asp>

Emerging Leaders Program – Recruitment for the Next Generation of Leaders in HHS

Attention Hiring Managers: Are you looking for talented individuals that could be the next generation of leadership in HHS to join your team in FY 2010? If you answered yes, then you want to hire an intern through the newly redesigned HHS Emerging Leaders Program (ELP). Through the ELP, we will hire some of the nation's best graduate level educated individuals that will join HHS at the GS-9 level and will participate in a 2-year leadership development program that will prepare them to excel in your organization and future leadership positions.

In FY 2009, the HHS University's Center for Leadership Development (CLD) led an effort to redesign the ELP to ensure that this Department-wide program continues to meet the collective and changing hiring needs of each

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Operating and Staff Division. Based on input offered through senior leaders, hiring managers, program coordinators, former EL interns, focus groups, and a questionnaire, we are pleased to announce the following changes to the program:

- Candidates will be evaluated using a HHS customized recruitment assessment developed in collaboration with the Office of Personnel Management
- Top candidates will be invited to HHS for interviews with Operating/Staff Division (OPDIV/Staffdiv) hiring managers during the annual ELP Job Fair
- An enhanced standard training curriculum will be developed to support learning pertaining to the HHS Leadership Competency Model
- Reduced the number of rotations from four 90-day rotations to one 120-day rotation with the option for two additional rotations
- Strengthened the performance management process by linking the performance plans of the intern to organizational needs and program requirements

We will open the vacancy announcement for the 2012 ELP Class in November 2009 and expect these individuals to join HHS in July 2010. You are encouraged to use the ELP as you look to hire highly qualified candidates at the GS-9 level to join your organization.

Recruitment through the ELP is one of many Department-wide human capital strategies used to build and strengthen HHS' workforce.

Emerging Leaders continue to add value to the HHS workforce. If you are interested in hiring an Emerging Leader Intern or obtaining one for a rotational assignment in your organization, please contact Dia Gonsalves, Director, Center for Leadership and Development on 301-443-1933 or Lakeisha McClendon, ELP Program Manager, on 301-443-1858. For more information on the ELP, please visit our website at

<http://hhsu.learning.hhs.gov/elp> ■